

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV

DEC 15 2017

BY:

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: DEC. 15, 2017

Case Number: 18-47

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT:

Kristine Heitman #6564 & Sheri Beck #3597

Premise Name:

Desert Animal Clinic + Pet Resort

Premise Address:

3333 S Arizona Ave

City:

Chandler

State:

AZ

Zip Code:

85286

Telephone:

480 899-8181

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name:

Maria Drummond

Address:

[REDACTED]

City:

[REDACTED]

State:

[REDACTED]

Zip Code:

[REDACTED]

Home Telephone:

[REDACTED]

Cell Telephone:

[REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Buddy
Breed/Species: Cockapoo Dog
Age: 12 Sex: Female Color: Black

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Dr. Sheri Beck
Desert Animal Clinic & Pet Resort
3333 S. Arizona Ave
Chandler, AZ 85286

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

The receptionists at this clinic have
witnessed their practices.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: [Signature]

Date: 12/11/17

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Please see attached mks for legibility.

Complaint Dr Sheri Beck and Dr Kristine Heitman

Arizona Statutes

13-2202

13-3806

13-3713

44-4211

I have been taking my dogs to Ocotillo Animal clinic since 2005 for both my cockapoo dogs.

In December 2016, Buddy was having urinary problems, so we went in and saw Dr. Sheri Beck for incontinence.

A myriad of tests were done, and it was determined she had no major illness. Due to her being spayed and an older dog, was the reason she was incontinent. A prescription was ordered, and Buddy began taking hormones and she improved and all was good.

Then, in late September- early October she began having the same issue. I called to have her prescription refilled. The receptionist I spoke to said she'd call it in. She said they saw her 10 months prior and didn't see any issue. Yet, Dr. Beck required another office visit.

I was unable to get time off work to do this and asked if I could just get the prescription filled because Buddy was very uncomfortable. Dr. Beck refused unless I would come in again and they could do more tests.

I was furious. I didn't have the time nor money to waste on more tests since this was already done. Yet she refused. I called a couple weeks later because Buddy was very depressed because of her leaking. This time the receptionist again didn't see any issue but a Dr. Heitman refused this time.

I told them, I understand they needed to fill an office visit quota, but my dog's health was on the line and all they could think about was greed.

They have been seeing my dogs since they were born, and I was in a month prior for my other dog Destiny. They just bilk customers out of their money and care nothing of the welfare of animals by refusing them the medications they need by extorting owners.

I don't know which statute this falls under so I noted several at the beginning of this letter that I feel may apply. These doctors are unethical and greedy, and their unsympathetic careless greed should not be permitted.

Thank you.

Maria Drummond

Also ethical violations by Principles of Veterinary
Medical Ethics of AVMA

Lying to me that it is
a law I bring my dog in for well visit.
before they can write a prescription.



3333 S. Arizona Ave
Chandler, AZ 85286
480-899-8181

To Whom It May Concern:

On December 11, 2017, a refill request was placed at Ocotillo Animal Clinic and Pet Resort by Maria Drummond under Buddy, 12yr old female spayed Cockapoo, for the medication Diethylstilbestrol (DES), through Medmetrics Compounding Pharmacy. I declined the request because the patient (Buddy Drummond) was due for an annual exam, as per Ocotillo Animal Clinic and Pet Resort policy.

I did not have any interaction with Maria Drummond or with Buddy. Please refer to the history of events listed in the medical history under phone calls, where Maria Drummond requested her records to be sent to Gilbert Animal Hospital on November 15, 2017. In addition on November 21, 2017 the receptionist, Michelle Vittal, spoke with Tristan from Medmetrics Compounding Pharmacy, notifying him that Maria Drummond was no longer our client.

Sincerely,

A handwritten signature in black ink, appearing to read "Kristine Heitman", followed by the letters "DVM" in a similar script.

Kristine Heitman, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

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VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: PM Investigative Committee: Donald Noah, D.V.M. - Chair
Amrit Rai, D.V.M. - **Absent**
Adam Almaraz
Christine Butkiewicz, D.V.M.
Tamara Murphy - **Absent**

STAFF PRESENT: Tracy Riendeau, CVT, Staff Investigator
Sunita Krishna, Assistant Attorney General

RE: Case: 18-44

Complainant(s): Maria Drummond

Respondent(s): Kristine Heitman, DVM (License: 6564)

SUMMARY:

Complaint Received at Board Office: 12/15/17

Committee Discussion: 3/6/18

Board IIR: 4/18/18

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014

(Salmon); Rules as Revised September
2013 (Yellow)

Complainant called Respondent to get a medication refill for "Buddy," a 12-year-old female Cockapoo. Respondent declined until the dog could be examined.

Complainant contends Respondent's conduct was unprofessional.

Complainant was noticed and did not appear.

Respondent was noticed and appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Maria Drummond*
- Respondent(s) narrative/medical record: *Kristine Heitman, DVM*

PROPOSED 'FINDINGS of FACT':

1. On December 14, 2016, the dog was presented to Dr. Beck for urinary incontinence for over 4 months. The dog was examined and blood work and a urinalysis was performed.
2. The following day, Dr. Beck relayed the lab results to Complainant. She recommended considering additional diagnostics for the increased globulin. Dr. Beck also discussed putting the dog back on Proin along with DES since Proin alone did not control symptoms. Complainant declined at that time due to conducting research on the internet and wanting to try a natural approach.
3. On January 5, 2017, Complainant called to have the recommended medications for urinary incontinence filled. Dr. Beck prescribed DES 1mg, 30 tablets – 1 tablet once a day for 3 – 5 days, then 1 tablet once a week as needed - through a compounding pharmacy and PPA 25mg, 60 tablets, 1 tablet every 12 hours was dispensed from the premise.
4. On November 13, 2017, Complainant called to request a refill of DES.
5. On November 15, 2017, Complainant was advised that the dog was due for her yearly exam therefore the prescription was declined. Staff offered to see if Dr. Beck would give Complainant a few days' worth of DES until the dog could be examined. Complainant was upset and requested that her medical records be transferred to another premise.
6. Complainant attempted to get the medication refilled through the compounding pharmacy which was declined on November 16th and 21st.
7. On December 11, 2017, Complainant again attempted to get the medication refilled through the compounding pharmacy. This time, Dr. Beck's associate, Dr. Heitman declined the request due to the dog needing to be examined.

COMMITTEE DISCUSSION:

The Committee discussed that there is no period of time defined in the Veterinary Practice Act that a veterinarian has to see an animal to ensure the VPCR is still in effect. However, this premise had a policy and would not fill the prescription refill until the animal was seen. Additionally, Complainant severed the relationship by having her medical records transferred to another premise.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

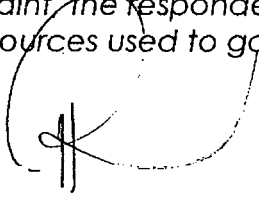
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 3 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

A handwritten signature in black ink, appearing to be 'TRACY', is written over a faint circular stamp.

Tracy A. Riendeau, CVT
Investigative Division